



2013 Customer Satisfaction Metrics: ENLASO meets or exceeds clients overall expectations.

100% of customers who responded to the survey agree that ENLASO:

- Should be recommended to other companies
- Responds to requests for information in a timely manner.
- Provides accounts the attention clients feel it requires.
- Understands the importance of and is committed to meeting final project milestones and delivery dates.

ENLASO® focuses on providing an excellent customer experience. To ensure we meet or exceed our customers' expectations, we survey our customers each year to measure our success. The 2013 customer satisfaction survey uses 14 standardized questions to encourage feedback from our customers about their experiences with ENLASO. In addition to the standard 14 questions, the survey also asks several open-ended questions that allow our customers to provide additional qualitative feedback about their experience. The survey takes approximately 10 minutes to complete.

For the seventh consecutive year, ENLASO used standardized survey questions to measure ENLASO's success at meeting and exceeding our customers' expectations. By using the same questions each year, ENLASO can compare the results with the findings from previous years to identify trends and opportunities for improvement.

The annual customer satisfaction survey helps ENLASO meet the quality objectives as outlined in our ISO 9001:2008 quality policy. Our quality policy provides the framework for ensuring customer satisfaction and supports these four objectives:

- Consistent, high-quality localization services to our customers,
- Continual improvement to all aspects of our quality management system,
- The incorporation of technology in our services, and
- Competitive pricing for services.

ENLASO greatly appreciates the feedback and open communication our customers provide through the survey. We highly value all feedback we receive. Management has carefully reviewed all comments from our customers who participated in the survey and has assigned any opportunities for improvement to our Quality Coordination Team for action.

Please do not hesitate to contact Yves Lang or myself directly if you would like to share additional feedback.

Sincerely,

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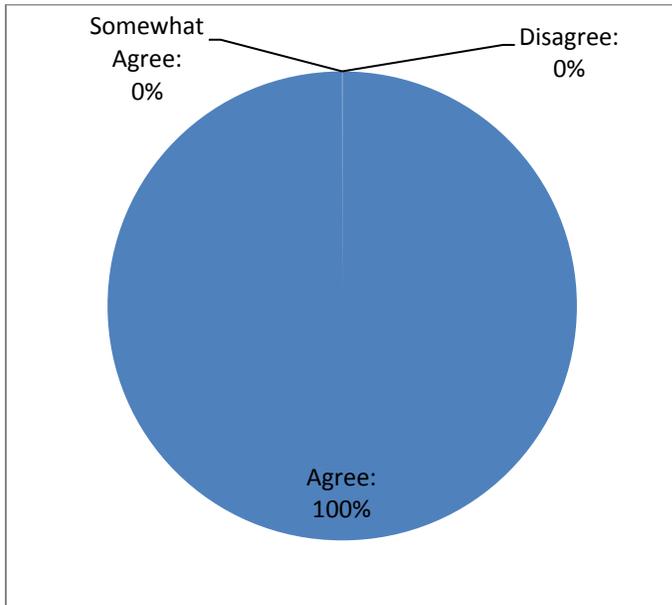
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Communication/Responsiveness

ENLASO responds to my requests for information in a timely manner.

100% of the respondents agree with this statement.



Actual Customer Feedback

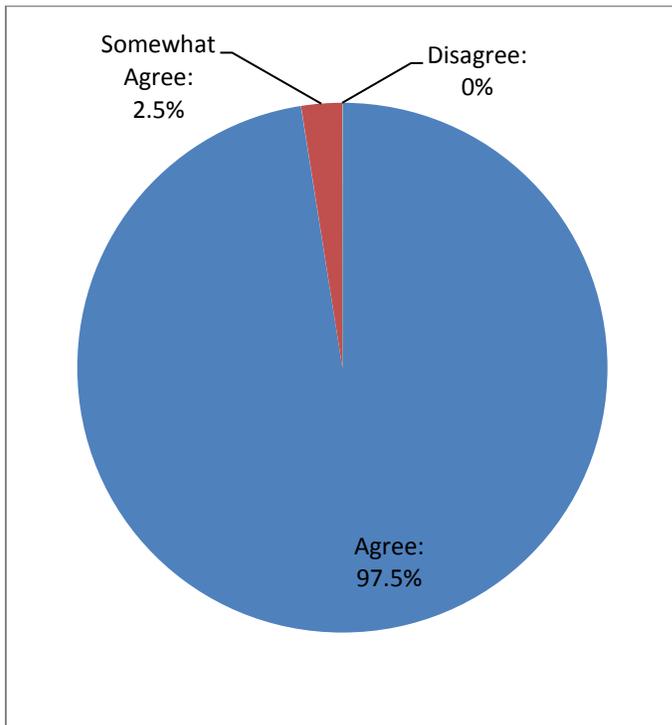
"ENLASO responded very well to a short-fuse translation requirement and completed the project ahead of schedule."

"ENLASO is always quick to respond, and friendly. I can always be sure the translations are completed and on time."

"Quick and detailed email responses"

ENLASO exhibits effective problem solving abilities when responding to my questions and requests.

97.5% of customers who responded agree and 2.5% somewhat agree with this statement.



Actual Customer Feedback

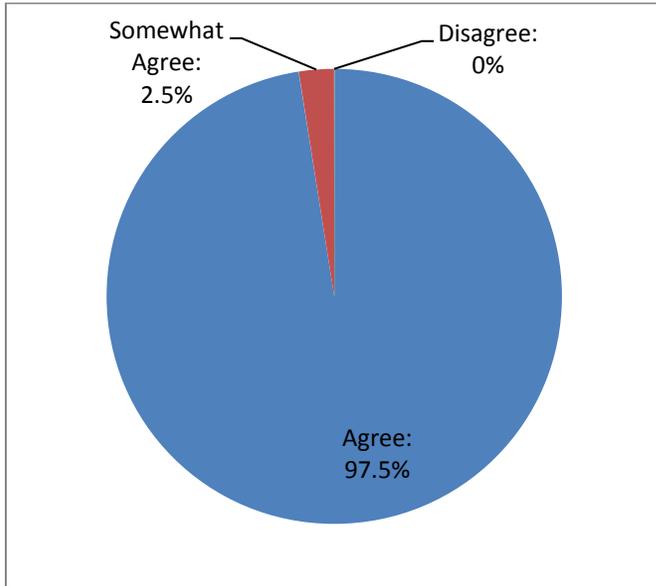
"The ENLASO team has helped improve our processes and has streamlined the way we localize English documentation."

"ENLASO was proactive in heading off potential issues and was prompt in returning calls and emails throughout the engagement."

Understanding Customer Needs

ENLASO understands my initial project needs and is able to adjust to changing needs when necessary.

97.5% of customers who responded agree and 2.5% somewhat agree with this statement.



Actual Customer Feedback

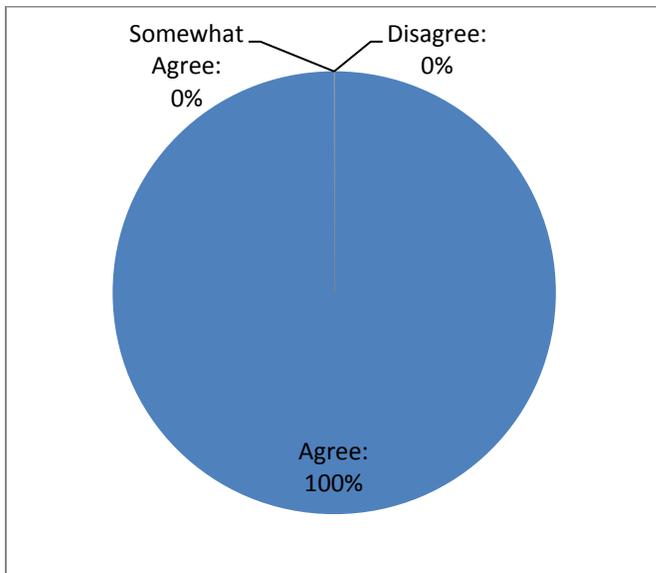
“ENLASO understands my project needs and does not require much of my time to complete a project.”

“I could not have made it through these last several months without my ENLASO team. Thank you!!!”

“ENLASO has been very flexible when needed to changing requirements. We appreciate the partnership we've established.”

ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

100% of the respondents agree with this statement.



Actual Customer Feedback

“I haven't received a project late once, even when your team has questions and sometimes I am delayed answering on my side.”

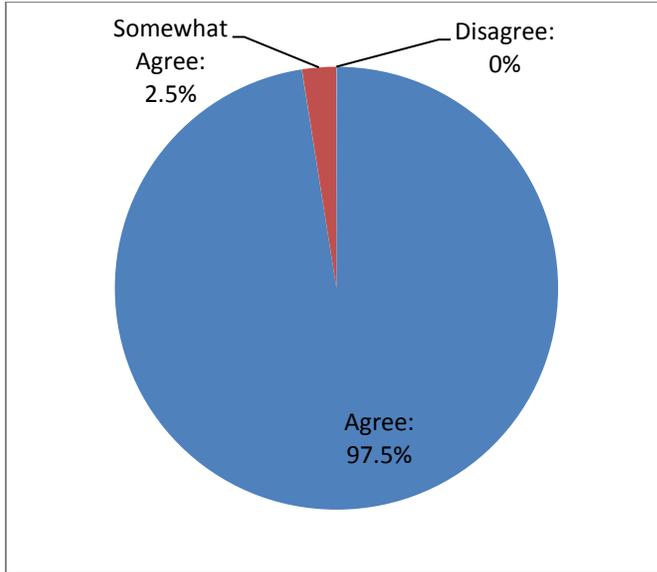
“Many projects have had tight timelines and ENLASO has often exceeded expectations for delivery. We know that some employees have spent extra time nights & weekends to help us meet our deadlines with our customers”

“The ENLASO team hasn't missed a deadline.”

Cost Focus

ENLASO provides me with clear pricing information.

97.5% of customers who responded agree and 2.5% somewhat agree with this statement.



Actual Customer Feedback

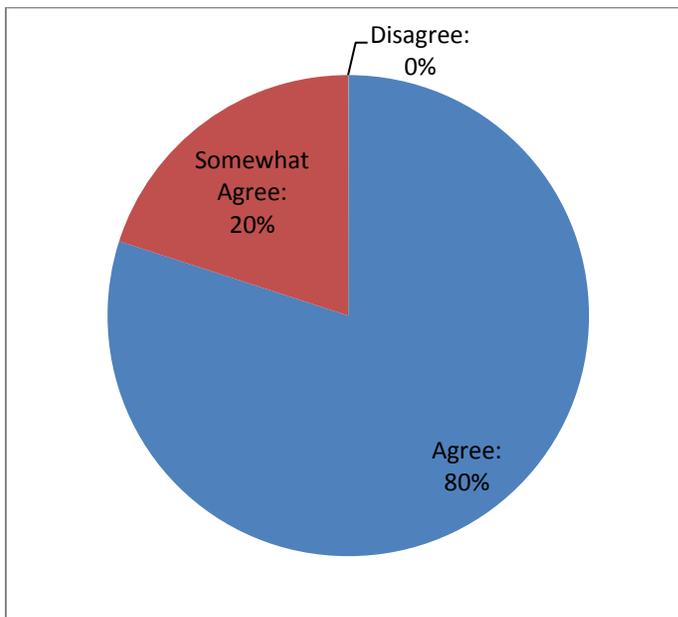
"Every quote that I have received from ENLASO has contained a clear break-down of all prices and costs."

"I always receive timely estimates, and ENLASO worked with one of my team members to adjust our pricing."

"Each project is estimated and broken out by line-item with the type of translation requested and all project details."

Considering the services offered, ENLASO provides competitive pricing.

80% of customers who responded strongly agree and 20% somewhat agree with this statement.



Actual Customer Feedback

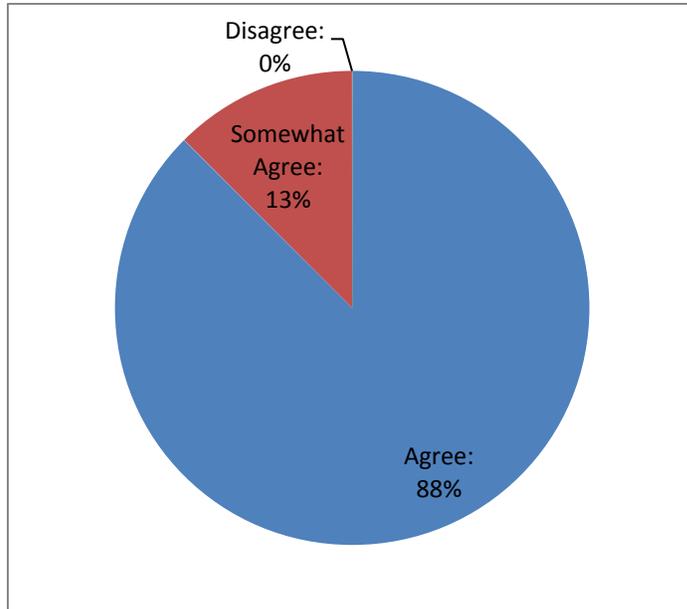
"We do annual cost assessments and ENLASO offers competitive pricing."

"We get what was advertised; we don't price shop to various suppliers."

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

87% of customers who responded agree and 13% somewhat agree with this statement.



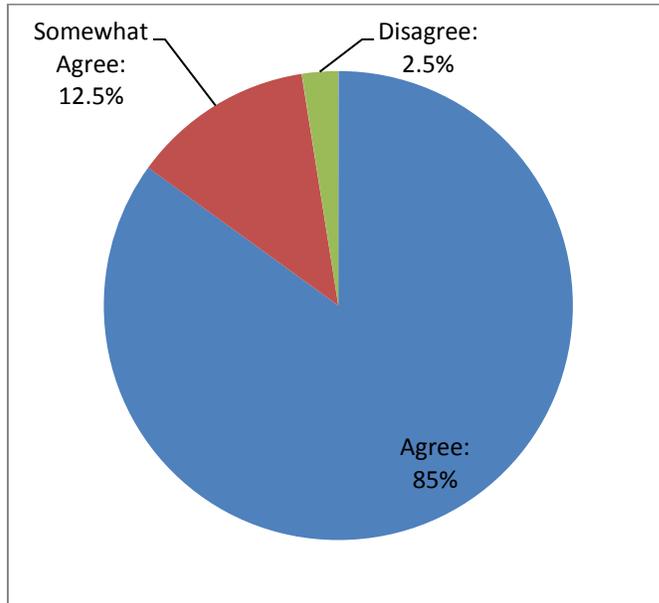
Actual Customer Feedback

“We appreciate the innovation that ENLASO has introduced to our translation partnership. With the development of a new Translation Utility, ENLASO was willing to review the product to make sure that it was easy to work with for translation vendors.”

Technology

As applied to my projects, ENLASO provides effective technical expertise.

85% of customers who responded agree, 12.5% somewhat agree, and 2.5% disagree with this statement.



Actual Customer Feedback

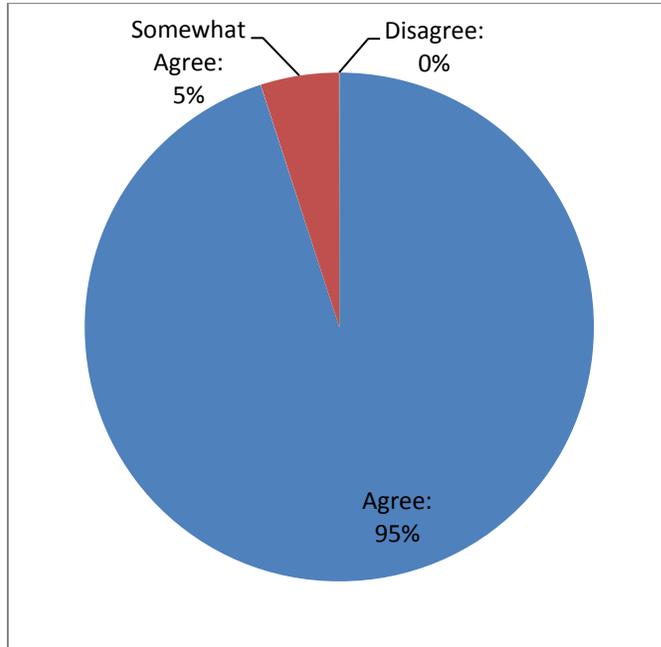
“ENLASO assisted in our conversion to complete utf-8 application support”

“We have specialized coding needs (java, velocity, character sets) and ENLASO consistently delivers on new and existing initiatives”

Quality

The overall quality of ENLASO's final deliverables meets my expectations.

95% of customers who responded agree and 5% somewhat agree with this statement.



Actual Customer Feedback

“Our partner in the target country had very little editing to do on the final translated product. I see this as evidence that ENLASO certainly met my expectations.”

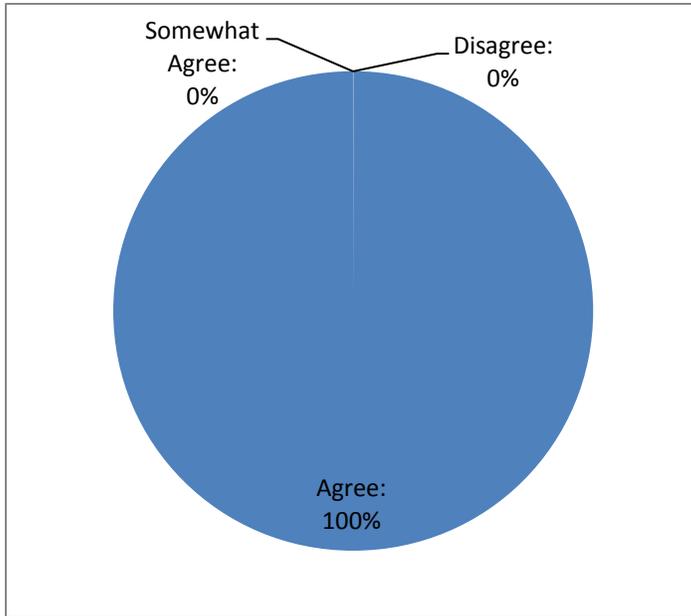
“The service that we received exceeded my expectations and made our project completion possible with the many challenges we faced.”

“Excellent work!”

Account Management

ENLASO provides my account the attention I feel it requires.

100% of customers who responded agree with this statement.



Actual Customer Feedback

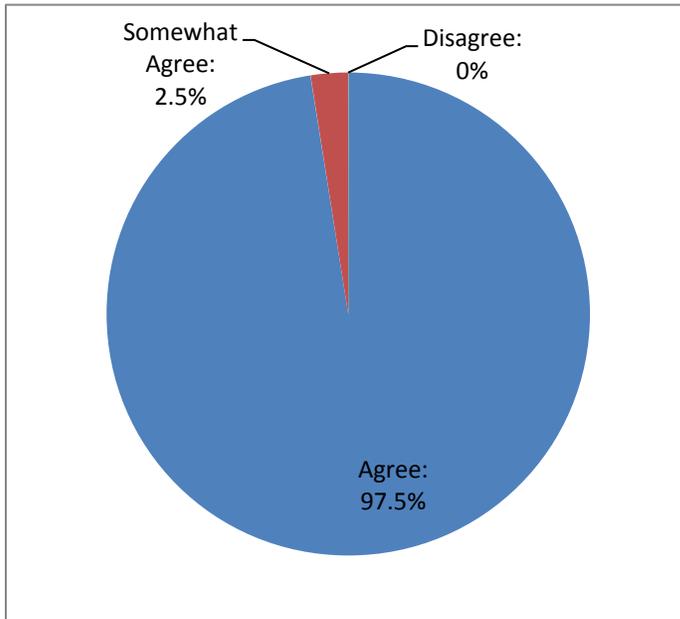
"I'm a small customer but don't feel marginal at all."

"I always get immediate responses"

Project Management

My ENLASO project team meets all of the expectations as defined in the original proposal or scope of work.

97.5% of customers who responded agree and 2.5% somewhat agree with this statement.



Actual Customer Feedback

"I never need to micro-manage any part of the ENLASO project team."

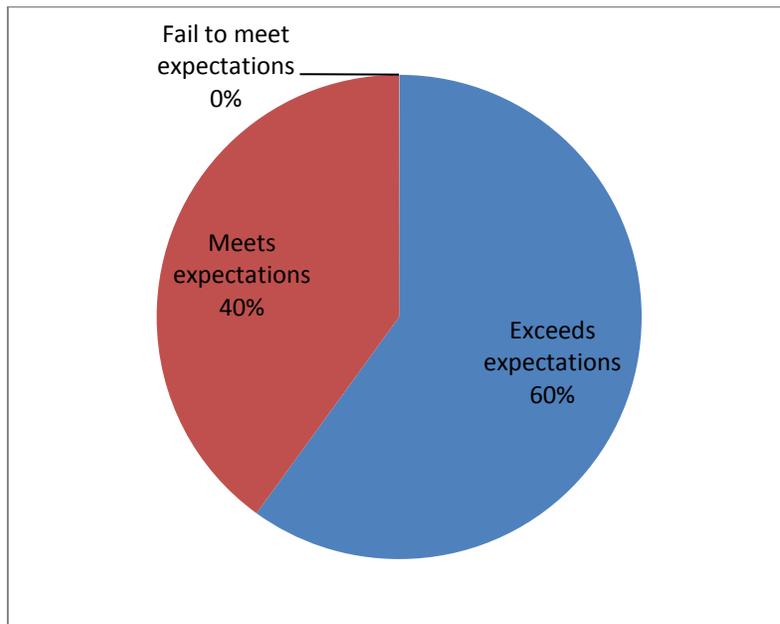
"Above and Beyond."

Overall Rating

Using the rating system below, we then asked our customers, considering all of the points above, how does ENLASO perform in regards to their overall expectations:

- Exceeds expectations
- Meets expectations
- Fails to meet expectations

60% of customers who responded felt that ENLASO was exceeding expectations and 40% felt that ENLASO meets their expectations.



Actual Customer Feedback

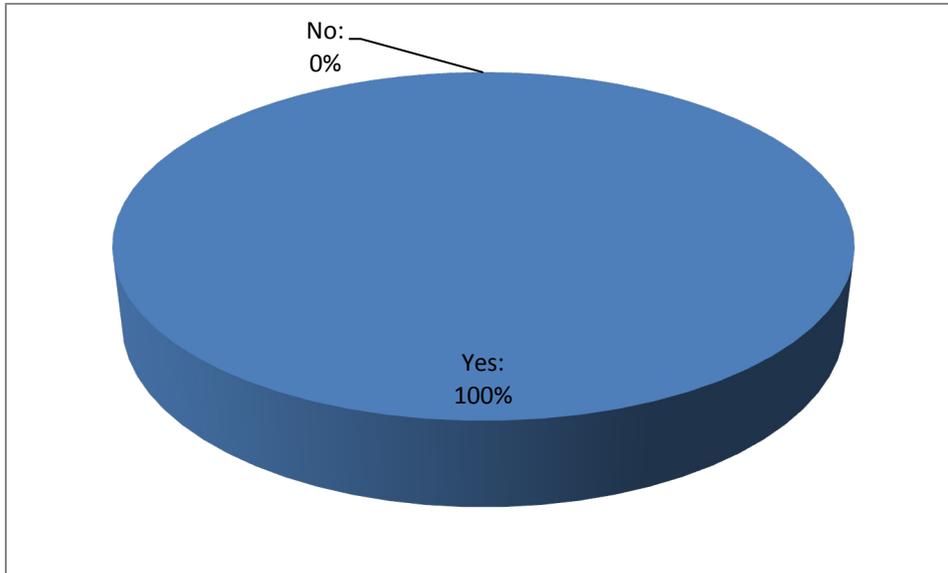
“The team we work with has been particularly helpful and responsive in quickly escalating and working with us on any technical issues they encounter. They have been great to work with, this extra effort is very much appreciated!”

“We had a good experience and we would convey that to others needing services of this type.”

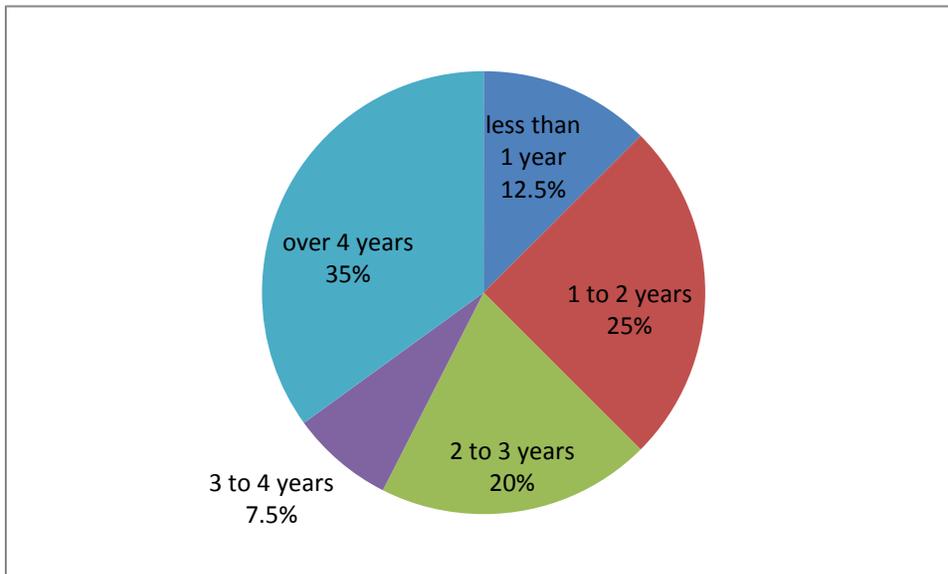
“I wouldn't change anything. We're very pleased with working with this team.”

Last but not least, we asked if our customers would recommend ENLASO to other companies.

100% percent of customers would recommend ENLASO to other companies.



The customers who responded to this survey worked with ENLASO on average for the following durations:



Survey details:

- This survey was first distributed to ENLASO's active customers on September 17, 2013 and closed on October 18, 2012.
- The survey was designed and conducted by ENLASO.
- ENLASO received responses from 40 customers.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

ENLASO Corporation – www.enlaso.com